



SOUTH AUSTRALIA

# Room Attendant Position Description



ROOF GARDEN  
HOTEL  
ADELAIDE CITY

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## **PURPOSE**

Consistently, through a disciplined approach, focus on the upkeep of Majestic Hotel's products, incorporating continuous improvement and delivery of the highest quality to ensure true and lasting customer loyalty.

## **POSITION OBJECTIVES**

- **COMMITMENT & CONSISTENCY** – To quality of work and always achieving the highest standards to consistently deliver great products
- **DISPLAYED INITIATIVE** – Ability to follow direction and tasks lists while recognising when attention is needed in other areas and attending to them with the appropriate level of priority
- **ACCOUNTABILITY** – Through a disciplined approach maintain a culture of self-accountability within the team to ensure the company vision and values are achieved.
- **TIME MANAGEMENT** – Accountability to achieve all tasks in a timely and efficient manner to ensure presentation of all common areas is maintained at the highest level
- **COMMUNICATION** – Effective communication skills incorporating a collaborative approach with internal and external stake holders
- **PROFESSIONALISM** – Consistent approach when collaborating with all levels of staff and external sources
- **ANTICIPATORY SERVICE** – Identify and service customer's needs before they ask.
- **ACHIEVE COMPANY VISION** – Achieve our purpose to build true and lasting customer and staff loyalty

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## **KEY RESPONSIBILITIES**

### **Routine Daily Tasks**

Through a consistent focus, complete routine daily tasks as scheduled at each property, including but not limited to:

- Thorough cleaning of guest rooms including:
  - Vacuuming and sweeping carpets and floors.
  - Mopping floors as needed
  - Dusting, brushing, polishing and vacuuming furniture
  - Dusting and cleaning room decorations, appliances and structural surfaces (e.g. wall fixtures, window sills, vents)
  - Changing linen and making beds
  - Cleaning showers, bath, sinks , bathroom items and kitchens
  - Removing used guest amenities and rubbish
  - Replenishing guest amenities and supplies
- Thorough cleaning of guest balconies
- Preparing rooms for guest arrival and responding to special guest requests, such as sofa beds cot and high chair
- Inspect room linen and towelling before placing in rooms
- Maintain storage areas and keep work trolley orderly and stocked at all times.
- Record room status and cleaning times on work assignment sheets
- Respond to all guest requests appropriately and remain alert, courteous, and helpful to guests at all times
- Check all cleaning equipment prior to and after use to ensure it is in good working order and complete required maintenance report if necessary
- Inspecting rooms for safety hazards and for the operating condition of equipment and reporting them to maintenance
- Follow all Loss Prevention procedures in relation to guest property
- Replenish mini bar stock and record out of date stock

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## **SKILLS**

### **Required**

## **EXPERIENCE**

- Effective communication skills incorporating a collaborative approach

## **QUALIFICATIONS**

- High level of accuracy and attention to detail

## **KNOWLEDGE**

- Exceptional time management skills with proven experience to establish priorities, organize workloads and ensure deadlines are met within a collaborative empowered environment
- An attitude of professionalism at all times
- Consistent approach to self-development
- Experience of working in a high pressure environment to get the task done
- High level of personal presentation
- Good physical fitness
- Ability to be able to work a rotating roster including weekends and public holidays
- Committed approach to continuous improvement in all areas of responsibility
- A general knowledge and understanding of basic WH&S requirements and a focus on workplace safety
- A shared passion and responsibility towards our groups vision and values

### **Highly desirable**

- Proven experience in a similar role within a 4 and 5 star environment

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## VALUES

### Required

- Demonstrate a work ethic, attitudes and values compatible with Majestic Hotels vision and values, specifically: -
  - Passion for our brand, products, staff, guests and industry
  - Professionalism at all times
  - Commitment to quality customer service standards and values
  - Respect and value of each and every team member across our group
  - High level of communication skills characterised by patience, clarity and empathy at a personal and telephone level
  - Flexibility and adaptability to handle changing work environments and the ability to support others in an environment of change
  - High level of interpersonal skills
  - An attitude to work within Workplace Health and Safety requirements

## ORGANISATIONAL RELATIONSHIPS

- Report directly to the Executive Housekeeper and further the Hotel Manager
- Working as required with:
  - Room Attendants
  - Front Office Manager
  - Assistant Front Office Manager
  - Guest Service Agents
  - Site Maintenance Personnel
  - Group Maintenance Personnel

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## **VISION STATEMENT**

*“our purpose as a company”*

Majestic Hotels purpose is to build true and lasting customer & staff loyalty.

We recognise that to truly loyal customers we become the **hotels of choice** and to truly loyal staff we become the **employer of choice**!

## **VALUE STATEMENT**

*“what we stand for as a company”*

Majestic Hotels values are what we believe in; they guide what we do each and every day.

Our customer values -

- CONSISTENTLY DELIVER GREAT PRODUCTS – achieve consistent focus towards maintenance & upkeep of physical product
- PROVIDE THEM THE ATTENTION THEY DESERVE – recognise them early!
- PROVIDE REGULAR ANTICIPATORY SERVICE – identify & service customers needs before they ask
- DELIVER A CONSISTENT SERVICE STANDARD – all staff + all departments + all products
- APPROACH OF CONTINUOUS IMPROVEMENT - by all staff toward product and service

Our staff values-

- PROVIDE OPPORTUNITY – to a highly diverse range of the community, with varying skill levels, respecting those choosing to earn a secure income, as well as those who in addition wish to build a career
- EMPOWERMENT + ACCOUNTABILITY + COLLABORATION – an environment where not only the most senior make decisions; where we all accept responsibility for our individual performance whilst working collectively as a true team
- RESPECT + VALUE – display genuine respect for each other, truly valuing each and every team members contribution no matter the role
- PROFESSIONALISM – conducting ourselves in a professional manner at all times
- DEVELOPMENT – provide clear direction on purpose & function, deliver adequate training, conduct regular appraisals, provide recognition when due & display continuous support

**PEOPLE ARE OUR BUSINESS – OUR SUCCESS DEPENDS ON THEM!**

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I have read and understood the requirements of the role as outlined in this position description.

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Employee Name

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Employee Signature

\_\_\_\_\_  
Date